



**Purchasing Service Agreement  
CITY OF AUSTIN  
RECOMMENDATION FOR COUNCIL ACTION**

**AGENDA ITEM NO.:** 26  
**AGENDA DATE:** Thu 01/27/2005  
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**SUBJECT:** Authorize execution of a 12-month interlocal agreement with TEXAS DEPARTMENT OF INFORMATION RESOURCES, Austin, TX, for staffing resources in an amount not to exceed \$88,000, with three 12-month extension options in an amount not to exceed \$88,000 per extension option, for a total agreement amount not to exceed \$352,000.

**AMOUNT & SOURCE OF FUNDING:** Funding in the amount of \$58,667 is available in the Fiscal Year 2004-2005 Approved Operating Budget of Austin Energy. Funding for the remaining four months of the original contract period and extension options is contingent upon available funding in future budgets.

**FISCAL NOTE:** There is no unanticipated fiscal impact. A fiscal note is not required.

**REQUESTING** Purchasing **DIRECTOR'S**  
**DEPARTMENT:**for Austin Energy; **AUTHORIZATION:** Vickie Schubert

**FOR MORE INFORMATION CONTACT:** Mario Guerrero, Buyer/974-2500

**PRIOR COUNCIL ACTION:** N/A

**BOARD AND COMMISSION ACTION:** N/A

**PURCHASING:** Cooperative Purchase.

**MBE / WBE:** This contract was awarded in compliance with Chapter 2-9 of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

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This contract will provide Austin Energy with technical staffing resources for AE Information Technology and Telecommunications (IT&T) unit help desk. AE's IT& T business unit is in need of supplemental desktop technology staff in the Client Technology Operations (CTO) section to meet the current demand for support requests.

The CTO section is responsible for providing front-line support to address the needs of all AE employees in the use and operation of client devices including all desktop and laptop PC's, printers, plotters, and PDA's. The group is also responsible for managing the official asset records for technology devices throughout the company including hardware and software licensing. At present, this group of 6 FTE technicians, 1 contract technician, 1 licensing/procurement technician, and 1 manager supports approximately 1600 computers, 200 printer/plotters and other devices located at 27 facilities throughout the greater Austin metropolitan area. An average of 1400 service requests are processed by this group for employees throughout AE each month. The group is responsible for addressing after-hours service request calls 24 X 7 X 365 to meet the needs of mission- and business-critical operations of the department. Current demand for services is resulting in a growing backlog of service requests and an increased use of overtime expense. Current overtime consumption rates will continue without the addition of these contract resources.

Approval is to establish a new contract through the State of Texas DIR program to acquire these



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supplemental resources. An existing contract that provides for the one contract technician indicated above will exhaust the current spending authorization in late January at current burn rates. The new contract will provide funds at a level that will allow AE to retain the existing contractor support level and add one additional resource to help begin the reduction of the service request backlog and meet the anticipated needs of new and on-going projects.